

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

COMPETITIVE PRODUCTS PRICE CHANGES
RATES OF GENERAL APPLICABILITY

Docket No. CP2013-3

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
TO CHAIRMAN'S INFORMATION REQUEST NO. 4, QUESTIONS 2 AND 3**
(November 2, 2012)

The United States Postal Service hereby provides its responses to Chairman's Information Request No. 4, which was issued on October 31, 2012. Responses were due by November 2, 2012. The responses to Questions 2 and 3 are attached. A response to Question 1 is forthcoming. Each question is reprinted verbatim and is followed by the Postal Service's response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Pricing and Product Support

Anthony Alverno
Chief Counsel, Global Business & Service
Development

Elizabeth A. Reed

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
(202) 268-3179, Fax -6187
November 2, 2012

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2. Please file a revised non-public annex that incorporates Parcel Post and FCPIIS FY 2013 data from only January 27, 2013 through September 30, 2013. See Docket No. CP2012-2, Order No. 1062, December 21, 2011. In doing so, please provide the supporting forecasted quarterly data used to determine the FY 2013 estimates.

RESPONSE:

Please see the Excel workbook "Parcel Post – FCPIIS.xls" filed under seal with this response. This workbook shows the derivation of contribution, cost, and cost coverage, relative to Parcel Post and FCPIIS, in the Non-Public Annex. It also includes worksheets with links to the supporting forecasted quarterly data used to determine the FY 2013 estimates. This file, along with the Non-Public Annex originally filed on October 11, 2012, shows the incorporation of Parcel Post and FCPIIS for FY 2013, reflecting implementation from only January 27, 2013 through September 30, 2013.

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3. Please refer to the Postal Service's response to CHIR No. 1, question 5.
 - a. Is the only distinction between planned fees in Fee Groups C30 through C37 compared to Fee Groups C38 through C44 the availability of one of four enhancements – real mail notification, street addressing (with the option to receive packages from private carriers), 24/7 access to boxes, and earlier availability of mail? If not, please elaborate.
 - b. Please explain what enhanced services may be offered at facilities that are priced in Fee Groups C38 through C44.
 - c. Please provide a copy of the contract for Fee Groups C30 through C37 and for Fee Groups C38 through C44.

RESPONSE:

- a. Yes.
- b. Signature on File, Baker's Dozen, and No Key Deposit are offered at all competitive locations, including Fee Groups C38 through C44.
- c. All P.O. Box customers must execute the application for service, Form 1093 (see <http://about.usps.com/forms/ps1093.pdf>). If customers in competitive P.O. Box locations wish to use Street Addressing (with the option to receive delivery from third party carrier delivery), Real Mail Notification, or Signature on File, they must execute a Customer Agreement. The agreement is the same for all fee groups. If Street Addressing or Real Mail Notification is not available at a location, that part of the agreement is left blank. The agreement is attached.

Customer Agreement for PO Box Services

The Postal Service is offering the following new services for PO Box customers at this Post Office® location:

- Street Addressing
- Signature on File
- Real Mail Notification™ Service

A. Street Addressing Service for your PO Box

With this service, you will have the option of using the street address of this Post Office location for your mailing address in addition to your PO Box number. For example, if a Post Office is located on 500 Main Street and you have PO Box 59, your mail would be addressed 500 Main Street #59. You will also be able to use the street address to receive most packages and deliveries through private carriers, such as UPS and FedEx. Both Street Addressed mail and PO Box addressed mail can now be delivered to your PO Box.

1. When you sign up for this option, your new street address format will be:

Post Office Street Address

PO Box Number

City

State

PO Box Zip Code

2. Please note that you are limited to this address format, including both the # sign and your PO Box number. For example, you may **not** use "Suite" or "Apt." Mail you receive at your PO Box without using the correct address format may be returned to sender.
3. You may not use the street address option as your physical residence or place of business in legal documents. Misuse of your street address in this manner may result in closing your PO Box and may be in violation of civil and criminal laws.
4. You may use this address only for items that can be delivered through the mail. For example, you may not use the street address to receive shipments of wine, other alcohol, items over 70 pounds or items prohibited by Postal Service policy (see Domestic Mail Manual (DMM) Section 601) , even though private carriers can carry those items. Any such shipments will be refused or held for pickup by the private carrier. The DMM is available at <http://pe.usps.com/>.
5. If you close your PO Box, you must submit *two* Change of Address (COA) forms: one for the PO Box address and one for the street address. Both forms must be forwarded to the same delivery address. Mail for a PO Box with street addressing **cannot** be forwarded to two different addresses.
6. If you decide to discontinue street addressing, mail bearing the street address will be delivered to the PO Box without charge for an additional 90 days. The 90-day period is designed to give customers enough time to communicate their address change to their mailers. After the 90-day readjustment period, all mail addressed to the PO Box street-style address will be returned to sender as undeliverable as addressed.

NOTE: Street Addressing is not available for Caller Service, Reserve Number, or Group E Box customers.

____ (Please initial.) I would like to participate in Street Addressing.

B. Signature on File

The Postal Service™ is offering Signature on File for PO Box customers at this Post Office™ location. With this service, you can place your Signature on File with the Postal Service, which eliminates the need to wait in line to sign for a package. When you sign up for Signature on File, you authorize the Postal Service to use this signature whenever the following signature-required mail arrives at your PO Box:

- Express Mail®
- Insured Mail over \$200 (including Electronic Return Receipt)
- Signature Confirmation™

We will place this mail in your PO Box or in a secure parcel locker for you to pick up at your convenience.

Terms and Conditions

You must complete two PS Forms 3849 ("Sorry We Missed You") with this agreement. One will be scanned when an eligible item for Signature on File is received. Another will be reserved in a secure area in case the first one did not scan properly. Although everyone listed on the PS Form 1093, *PO Box Application*, can participate, only the **primary box holder** (the one who signed the PO Box Application (PS Form 1093)) can sign the two PS Forms 3849. All persons who receive mail at this box must abide by the terms and conditions as well.

NOTE: Signature on File service does not apply to the following accountable items: Registered Mail (including Return Receipt), Certified Mail® (including Return Receipt), "green" hardcopy Return Receipt, and Restricted Delivery. Also, you will still need to go to the Retail counter to pick up an item that does not fit in your PO Box when no parcel locker is available. Mail placed in a parcel locker that is not picked up within a few days may need to be picked up at the Retail counter.

____ (Please initial) I would like to participate in Signature on File.

C. Real Mail Notification™ Service

With this service, you will receive either an email or text message each delivery day to inform you that you will receive mail in your PO Box that day at the scheduled time. Notifications will typically come before the PO Box mail is delivered to the PO Box. Currently, this service is only available for letters and flat envelopes.

Please note that, at this time, we can accommodate only one email address or cell phone number for each Post Office Box address. If you choose to receive text messages, be sure to check with your phone's service provider about any fees for incoming text messages.

To Participate in Real Mail Notification

You need to provide either an email address **or** a cell phone number.

NOTE: Real Mail Notification service is fully automated and uses information from our mail processing equipment. Our internal testing indicates that there is a high degree of accuracy in this information but occasionally the notification may not be 100% accurate.

____ (Please initial.) I would like to participate in Real Mail Notification™ service. Below I have checked the message format I desire, and completed the needed information.



Email My email address is: _____ @ _____

OR



Cell phone # and provider for text messages:

Cell phone number: _____ Cell phone service provider: _____

Terms and Conditions

This document identifies the Terms and Conditions under which the Postal Service makes optional new PO Box services available to you. By signing this agreement, you are stating that you have read and understand this document and you agree to be bound by its terms and conditions. These services (as described above) are offered on a voluntary basis. Customers who wish to participate in these services must sign this document indicating they agree to the terms and conditions. If you do not sign this agreement, you will continue to receive regular PO Box service without the new services.

By signing this agreement, you are confirming that you are the primary box holder (i.e. the one who signed the PS Form 1093, *PO Box Application*). All additional persons who receive mail at this box must abide by the terms and conditions as well.

Signature

By signing below, I agree to participate in the PO Box services that I have marked above, and to the Terms and Conditions outlined in this document, including that I am the primary box holder:

PO Box Customer Printed Name

Date

PO Box Customer Signature

PO Box Number

Postal Official Printed Name

Postal Official Signature

Post Office Name, City, State and ZIP Code

If customer chooses to discontinue, please sign:

PO Box Customer Signature

Postal Official Signature

Privacy Act Statement: Your information will be used to provide additional Post Office Box services. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we will be unable to provide these services to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities aiding us to fulfill the service (service providers); to process servers; to domestic government agencies if needed as part of their duties; and to a foreign government agency for violations and alleged violations of law. Information concerning an individual box holder who has filed a protective court order with the postmaster will not be disclosed except pursuant to court order. For more information on our privacy policies see our privacy policy at usps.com/privacypolicy.